

Travel Procedure

CPSN is committed to ensuring that all work-related travel is conducted safely, efficiently and in compliance with applicable laws and organisational procedures. We prioritise the wellbeing and security of our staff while they are travelling, and we aim to minimise risk through clear planning, approval processes and adherence to transport, accommodation, and safety standards.

This policy reflects our dedication to responsible resource management, accountability, and a culture where employees feel supported and equipped to carry out travel for the delivery of high-quality services.

Record of procedure development

Version	Date approved	Date for review
Version 1.0	February 2026	February 2028

Responsibilities and delegations

This procedure applies to:	Members, Clients, and where appropriate, their decision makers, all staff, workers, volunteers, contractors, and the Board of CPSN
Procedure approval:	CEO
Review of Procedure Compliance	General Manager, Service Delivery Human Resources Manager
Specific responsibilities:	Chief Executive Officer General Manager Service Delivery Human Resources Manager CPSN Leadership Team

Policy statement

The purpose of this procedure is to ensure all CPSN Workers undertake travel safely, ethically and in accordance with legislation, the NDIS Code of Conduct and CPSN operational requirements.

This policy outlines expectations for safe travel practices, vehicle use, reimbursement, documentation and incident reporting to protect workers and clients.

Definition

The following definitions apply to this Procedure and its associated Policy:

Travel: Any movement undertaken by a CPSN Worker during or after work hours for the purpose of delivering services or completing work duties or obligations.

Work Related Travel: Travel for VIC based employees during normal business hours not related to client support is considered part of standard work expectations and is not reimbursed, including attendance at training, staff connection days staff office days and attending in person supervision (1:1) sessions. Travel for employees located outside of VIC is covered under the "Planning & Approval" clause of this Procedure.

Worker: Any person engaged by CPSN to perform a service, paid or unpaid, including employees, contractors, labour hire staff, apprentices, trainees, students or volunteers.



Employee means a person who is employed by CPSN with wages or salary.

Award / Agreement – is a legal document that outlines the minimum standards, terms and conditions of employees covered within the specified Award or Agreement. Modern Awards were introduced as part of the Fair Work Act in 2009. Awards / Agreements include information about responsibilities, expectations, wages, penalty rates, overtime, allowances and other conditions of employment.

Mode of Transport: Any mode of transport used for travel during CPSN duties, including private vehicles, CPSN vehicles, hire vehicles, aeroplanes, trains, general public transport or private rideshare, Uber or taxi services.

Remote Work: Means working from the employee's home or mutually agreed work location(s) as prescribed in the employee's contract of employment or as otherwise agreed in writing.

Incident: Any event involving safety risk, injury, vehicle damage or near miss occurring during work travel.

Incident Report: Documentation of any accident, injury, or safety issue occurring during travel.

Travel Authorisation: Written approval required before undertaking travel.

Reimbursement of Expenses: The process of paying for approved expenses whilst travelling for CPSN business purposes, retaining the receipts and claiming a reimbursement after travel is completed.

Procedure

Purpose of this Procedure

The purpose of this procedure is to provide clear guidance for all CPSN workers regarding the planning, approval, and management of work-related travel. This procedure ensures travel is safe, cost-effective, efficient and compliant with organisational policies, funding requirements and relevant legislation.

CPSN recognises the importance of in-person interaction while maintaining a diverse, remote and flexible workforce (roles permitting). Work related travel is a requirement for interstate based employees to attend agreed and prescribed work related events and meetings.

An employee's Award / Agreement will guide work related travel allowances and reimbursements. CPSN complies with all Award, Fair Work and Australian Tax Office guidelines as they pertain to general work related travel.

Acceptable travel related expenses must be incurred from work related activity and will vary according to the destination, duration and nature of the travel.

This Procedure is primarily related to employees who hold remote positions and are engaged to work from a location outside of Greater Melbourne.

This procedure applies to:

- All CPSN employees, including management and frontline staff
- Contractors, consultants, volunteers, and students while undertaking CPSN related travel
- All forms of travel by means of personal- or company vehicle, public transport including trains, planes, buses, trams and private rideshare options such as Uber or taxis for the purpose of:
 - Local travel within metropolitan areas
 - Regional and interstate travel
 - International travel related to CPSN business

Planning and Approval



Interstate Worker Travel

CPSN employs workers who reside outside of Greater Melbourne. Appointment of interstate employees is by mutual agreement and approval of the Chief Executive Officer.

Where an interstate worker has been approved by the Chief Executive Officer, CPSN will bear responsibility for the costs associated with the employee travelling interstate to approved and prescribed work-events. The costs for this travel should be kept as low as feasible while still ensuring and considering the employee's safety and wellbeing while travelling.

Interstate travel costs that CPSN will pay for include:

- flights
- travel from destination (generally Melbourne) airport to meeting location(s)
- travel between meeting location(s) in destination
- travel from meeting location(s) to destination (generally Melbourne) airport
- accommodation where the employee is required to stay overnight
- meals (in accordance with Award / Agreement entitlements) for selected client related duties only and by prior agreement with Management

CPSN is not responsible for the following:

- travel to the local airport of the employee
- parking or other related expenses at the employee's local airport
- lunch or main meal on the day of travel
- food / meals the employee chooses to purchase (i.e. on the plane, at the airport)
- any expenses claimed by the employee as a tax deduction

Travel Request Submission

- Approved client travel is included in the client's service agreement. Prior approval is not required unless it involves travel outside of what was already approved as part of the client's support plan.
- All other travel for CPSN business requirements must be approved by the Manager. Staff requiring travel must send a detailed email request to their Manager.
- Requests must include:
 - Purpose of travel
 - Destination(s)
 - Dates and duration
 - Estimated costs (transport, accommodation, meals)

Approval Process

- Managers review requests for necessity, cost-effectiveness, and risk considerations.
- High-cost or overnight travel requires Executive approval.
- Approval must be documented before any bookings are made.

Booking Travel

- All travel bookings (flights, trains, buses, taxis, rental vehicles) are made by the employee requiring the travel.
- Economy class must be used for all local flights.
- Accommodation should balance safety, accessibility, cost, and proximity to work sites.
- When opting to reside with family members during your travel, CPSN will not fund these.

Travel Costs and Reimbursement

Eligible Expenses

- Transport (fuel, public transport, flights, taxis)



- Accommodation
- Meals and incidentals where prior approval was given
- Parking and tolls
- Other pre-approved expenses

Ineligible Expenses

- Alcohol, personal entertainment or leisure activities
- Family or friends' travel or other costs
- Personal shopping

Reimbursement Process

- Staff must submit receipts and a Travel Expense Form within **5 business days** of travel completion to the CPSN Finance Team.
- Managers review and approve expenses for reimbursement.

Health, Safety, and Risk Management

- Staff must follow CPSN Work Health and Safety (WHS) policies during travel.
- Travel risk assessments may be required for:
 - Regional, remote or overnight travel
 - International travel
- Staff must carry a mobile phone and emergency contacts at all times.
- Incidents or accidents must be reported immediately using CPSN's Incident Report Process.

Emergency Procedures

- In case of accident, illness, or emergency:
 - Contact emergency services (000 in Australia) if required
 - Notify CPSN Manager immediately
 - Complete an incident report within 24 hours
- Staff traveling with participants must ensure participant safety first.

Use of Vehicles

- Staff may use CPSN vehicles or personal vehicles for official travel.
- Vehicles must be roadworthy and insured at all times
- Fuel receipts and logbooks must be maintained for all CPSN owned vehicles.

Monitoring and Review

Adherence will be monitored through supervision, performance appraisals and client feedback in the case of client travel.

This procedure will be reviewed every 2 years, or sooner if legislation, NDIS standards, or organisational requirements change.

Records will be kept for seven years. CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation.



Maintaining appropriate records

Records will be kept for seven years.

CPSN records are maintained using cloud-based technology systems, covering HRIS, CRM and Operational documentation.

Forms & Policies that apply to this procedure

CPSN Code of Conduct
CPSN Safeguarding Policy
CPSN Confidentiality & Privacy Policy
CPSN CPSN's Conflict of Interest Policy (Employees & Clients)
CPSN Incident Reporting and Management Policy

Document Revision History

This document is only valid on the day it was printed.

Who	Version	Date	Description of review
CEO	1.0	February 2026	New document

